On page 7, lines 5-8, replace paragraph 0013 in full as follows:

The service availability management agent is located within a single system or distributed across a selection of the diverse systems in a grid environment. Further, the service availability management agent is operable on errors returned from multiple layers of a grid architecture.

On page 7, lines 10-11, cancel paragraph 0014.

Amendments to the Abstract:

Abstract: On page 45, lines 6-16 replace the paragraph to read in full as follows:

In a grid environment of multiple diverse systems, a service availability management agent is enabled to receive multiple types of error messages generated from the multiple diverse systems within the grid environment. Each error message is parsed to determine a general error indicator. Then, the service availability management agent attempts to resolve the general error indicator and return a solution to each parsed error message.